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color with the color name. After confirming the completion of print output from the printer 111, the automatic trouble diagnosis software portion 111c notifies the client trouble management system 130 of the completion of test printing. Next, the client trouble management system 130 transmits to the client PC 110 information for instructing the user to check the printing result in each color. Thus, the cause of the trouble is ascertained on the basis of the results checked by the user. For example, if yellow is not printed, the cause of the trouble is thought to be a malfunction of the yellow head or failure to correctly load the ink cartridge. Finally, the client trouble management system 130 is notified of the results (automatic diagnosis results) through the client PC 110. ---

REMARKS

The Specification for the above-identified application has been amended to correct grammatical and typographical errors therein. A marked-up version of the Specification is submitted as "Attachment A - Marked-Up Version of Specification." Entry of this Preliminary Amendment is respectfully requested.

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Respectfully submitted,



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ATTACHMENT A - MARKED-UP VERSION OF SPECIFICATION

This is an attachment showing the marked-up version of the Specification.

In the Specification

Rewrite the paragraph starting at page 1, line 8 and ending at page 1, line 14 as follows:

- Conventionally, when a user using, for example, an ink jet printer encounters a trouble, e.g., fading of printed characters, he or she has a way to resolve the trouble by referring to a maintenance manual, by asking for a solution from a telephone consulting service or the like of the manufacturer, or by consulting with the sales agency that sold the machine to the user. --.

Rewrite the paragraph starting at page 6, line 13 and ending at page 6, line 22 as follows:

- The transceiving apparatus 131 has functions for enabling the client trouble management system 130 to exchange information directly with the client PC 110, i.e., the function of receiving information sent from the client PC 110 and delivering the received information to the control apparatus 132, the functions of transmitting to the client PC 110 information, [etc. ,retrieved] etc., retrieved from the data base 134 by the control apparatus 132 searching the data base 134, and other functions. --.

Rewrite the paragraph starting at page 21, line 13 and ending at page 21, line 13 as follows:

- The process is thereby terminated. --.

Rewrite the paragraph starting at page 22, line 11 and ending at page 22, line 17 as follows:

-- Also, the control apparatus 132 retrieves a service procedure corresponding to the trouble diagnosis results stored in the database 134 in step S306 (Fig. 3) [form] from basic service procedures related to each of the causes of failure stored in the database 134 in advance, and transmits this service procedure to the service person's terminal 135. --.

Rewrite the paragraph starting at page 37, line 4 and ending at page 38, line 2 as follows:

-- For example, if the existence of each color ink is thus confirmed, the automatic trouble diagnosis software portion 111c instructs the printer 111 to perform printing for a test to be made in the event of a print abnormality and notifies the client trouble management system 130 that it instructed the printer 111 to perform print-abnormality test printing. The printer 111 executes processing for maintenance of the printing head in accordance with the instruction from the automatic trouble diagnosis software portion 111c, and thereafter prints out a test pattern in each color with the color name. After confirming the completion of print output from the printer 111, the automatic trouble diagnosis software portion 111c notifies the client trouble management system 130 of the completion of test printing. Next, the client trouble management system 130 transmits to the client PC 110 information for instructing the user to check the printing result in each color. Thus, the cause of the trouble is ascertained on the basis of the results checked by the user. For example, if yellow is not printed, the cause of the trouble is thought to be a malfunction of the yellow head or failure to correctly load the ink cartridge. Finally, the client trouble management system 130 is notified of the results (automatic diagnosis results) through the client PC 110. --.